



ADVOCACY WORKING GROUP
MARKET STUDIES PROJECT

MARKET STUDIES INFORMATION STORE

SECTOR:

INSURANCE

UPDATED: DECEMBER 2015

Information Store

Insurance

Jurisdiction:	Australia											
Market:	Private Health Insurance	Range of Possible Outcomes										
End Date:	Ongoing	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	Ongoing, yearly report, since 1999											
Source of idea for study:	In compliance with an order agreed to by the Australian Senate.											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reason for study (what were the problems)?	To report to the Australian Senate on anti-competitive practices by health insurers or providers which reduce the extent of health cover for consumers and increase their out-of-pocket medical and other expenses.											
Link to report:	https://www.accc.gov.au/publications/private-health-insurance-reports											

Jurisdiction:	Finland											
Market:	Insurance Markets in Road Haulage	Range of Possible Outcomes										
End Date:	Ongoing	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:												
Source of idea for study:	Own initiative											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	To study how the insurance markets work in terms of road haulage, focusing on insurance demand, supply and trading practices. The FCCA has noted a sharp increase in the index describing insurance costs in the road haulage sector.											
Link to report:												

Information Store

Jurisdiction:	Croatia											
Market:	Insurance sector in Croatia in year 2014	Range of Possible Outcomes										
End Date:	28 December 2015	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	Yearly basis (6 months)											
Source of idea for study:	Own initiative.											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reason for study (what were the problems)?	<p>The market study was conducted to obtain an insight into the market. There were certain competition problems identified in the past, so every year a market study is conducted as a form of monitoring.</p> <p>To determine the players on the market and their markets shares for further work of the Croatian Competition Agency (CCA).</p>											
Link to report:												

Information Store

Jurisdiction:	Croatia												
Market:	Compulsory motor insurance in Croatia	Range of Possible Outcomes											
End Date:	23 December 2014	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found											
Duration:	22 months												
Source of idea for study:	Own initiative.												
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Reason for study (what were the problems)?	<p>The market study was conducted to obtain an insight into the market. There were certain competition problems identified. To determine legal framework, the players on the market and their market shares, their retail insurance price policy etc. Data, large documentation (price lists, internal acts etc.) and other useful information has been provided by all insurance companies and regulatory body for supervision of financial and insurance services (HANFA) and Croatian Insurance Bureau.</p> <p>Since Croatia has become an EU member (1st July 2013), compulsory motor insurance market (especially car insurance) became more competitive, partly also due to the sector inquiry in question (introduction of new products, price decrease, more benefits for final consumer etc.).</p> <p>Results of inquiry was presented to the CCA's Council, while CCA also on its official web site communicated to general public the highlights on this issue.</p>												
Link to report:													

Information Store

Jurisdiction:	Italy											
Market:	Third-party vehicle insurance	Range of Possible Outcomes										
End Date:	February 2013											
Duration:	33 months											
Source of idea for study:	Complaints received by the Authority and public and private statistics revealing a significant and generalized increase of premiums charged by companies for car insurance contracts.	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The objective was to investigate the reasons behind premiums and costs oscillations in the third party vehicle insurance market, as well as to identify the potential competitive effects produced by legislation on direct compensation procedure.											
Link to report:	http://www.agcm.it/en/newsroom/press-releases/2045-ic42-third-party-vehicle-insurance-in-order-to-reduce-costs-for-motorists-the-authority-calls-for-reform-of-the-direct-compensation-system-the-introduction-of-new-contractual-models-aimed-at-controlling-costs-in-order-to-reduce-premiums-and-making-sw.html											

Information Store

Jurisdiction:	El Salvador	Range of Possible Outcomes										
Market:	Insurance											
End Date:	8th November 2011 DECISION DATE											
Duration:	Start date (contract): July/2010 End date (decision): November/2011											
Source of idea for study:	In April, 2010 a profile of the insurance sector in El Salvador was concluded. From its results, it was determined the need to increase the knowledge of the competition conditions and performance of this sector.	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Outcome (tick relevant columns):		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	The study's main objective is to determine the competition conditions of the insurance sector through an analysis of the legal framework, commercial and administrative strategies, associated costs, commercial practices, profit margins, and licenses granted for the exploitation of the services, pricing policies, and calculation of internationally accepted indexes to measure market competition and estimate the degree of contestability, including the identification of conditions that could enable anticompetitive practices by the economic agents in the market.											
Link to report:	http://www.sc.gob.sv/pages.php?Id=1110 Decisions: http://www.sc.gob.sv/pages.php?Id=1527											

Information Store

Jurisdiction:	Honduras	Range of Possible Outcomes									
Market:	Insurance Services										
End Date:	2010	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:											
Source of idea for study:	Internal										
Outcome (tick relevant columns):											
Reason for study (what were the problems)?	To look into competition conditions.										
Link to report:											

Jurisdiction:	Croatia	Range of Possible Outcomes									
Market:	Insurance sector in Croatia in year 2008										
End Date:	9 September 2009	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:	4 months (the market study started on 21 May 2009); the study is done on yearly basis.										
Source of idea for study:	Sectoral investigation of a regulatory body for supervision of financial and insurance services.										
Outcome (tick relevant columns):											
Reason for study (what were the problems)?	The market study was conducted to obtain an insight into the market. There were certain competition problems identified in the past, so every year a market study is conducted as a form of monitoring.										
Link to report:											

Information Store

Jurisdiction:	Netherlands	Range of Possible Outcomes										
Market:	Auto repair insurance											
End Date:	April 2009	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	9 months											
Source of idea for study:	Complaints by consumers and auto (glass) repair shops about the behaviour of auto(glass) insurance companies.											
Outcome (tick relevant columns):												
Reason for study (what were the problems)?	NMa had received a substantial number of reports on the anti-competitive role that insurance companies allegedly played on the auto repair market.											
Link to report:	https://www.acm.nl/nl/download/bijlage/?id=7799											

Information Store

Jurisdiction:	UK	Range of Possible Outcomes										
Market:	Payment Protection Insurance											
End Date:	January 2009	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	2 years											
Source of idea for study:	Referred to the CC by the OFT under section 131 of the Enterprise Act 2002											
Outcome (tick relevant columns):		√	√	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	<p>Distributors and intermediaries fail actively to seek to win customers by using the price or quality of their PPI policies as a competitive variable.</p> <p>Consumers who want to compare PPI policies, stand-alone PPI or short-term IP policies, are hindered by barriers to search including: product complexity; the perception that taking PPI would increase their chances of being given credit; the bundling of PPI with credit; the limited scale of stand-alone provision and in relation to retail finance PPI, the bundling of retail PPI with credit accounts and with merchandise cover.</p> <p>The time taken to obtain accurate price information in relation to the provision of personal loan PPI, mortgage PPI and second-charge mortgage PPI.</p> <p>Consumers who want to switch PPI policies to other PPI providers or other insurance products are hindered by expensive switching terms; terms which risk leaving consumers uninsured; lack of access to consumers' balance information.</p> <p>The sale of PPI at the point of sale by credit providers restricts the extent to which other PPI providers can compete effectively.</p>											
Link to report:												

Information Store

Jurisdiction:	Korea												
Market:	Non-life insurance	Range of Possible Outcomes											
End Date:	December 2008	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:	9 months												
Source of idea for study:	Consumer interest groups, media												
Outcome (tick relevant columns):													
Reason for study (what were the problems)?	By analyzing the market structure, nature of competition, institutions regarding the relevant industry, the KFTC tried to find out anti-competitive factors and implications on competition law area to use as fundamentals for establishing desirable competitive market structure in the future.												
Link to report:													

Jurisdiction:	Russia												
Market:	Property Insurance	Range of Possible Outcomes											
End Date:	June 2008	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:	3 months												
Source of idea for study:	Complaints by bank customers												
Outcome (tick relevant columns):													
Reason for study (what were the problems)?	Restrictive practices suspected.												
Link to report:													

Information Store

Jurisdiction:	Turkey	Range of Possible Outcomes										
Market:	Automobile Insurance											
End Date:	January 2008	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	8 months											
Source of idea for study:	Numerous complaints from individual automobile repairers											
Outcome (tick relevant columns):		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason for study (what were the problems)?	With a previous decision of Competition Board, the contracts between insurance companies and independent repairers had been exempted from the application of Article 4 of the Competition Act prohibiting anticompetitive agreements, concerted practices and decisions. This decision had enabled the insurance companies to impose non-compete obligations on the repairers requiring them to use only spare parts produced by manufacturers designated by the insurance companies under the coverage of automobile insurance. As complaints from repairers continued, a market investigation was carried out to fully analyse the impact of non-compete obligations on the market.											
Link to report:												

Jurisdiction:	US - FTC	Range of Possible Outcomes										
Market:	Automobile Insurance											
End Date:	July 2007	Competition Enforcement	Consumer Enforcement	Consumer Education	Business Education	Voluntary Business Compliance	Voluntary Business Action	Recommendations to Government for Changes in the Law	Recommendations to Government to Change Market Structure	Recommendations for Changes to Government Policy	Referral to Third Parties	No Problems Found
Duration:	3 years											
Source of idea for study:	Congress											
Outcome (tick relevant columns):		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reason for study (what were the problems)?	The Congressionally-mandated study examines the effect of credit-based insurance scores on the price and availability of automobile insurance											
Link to report:	https://www.ftc.gov/reports/credit-based-insurance-scores-impacts-consumers-automobile-insurance-report-congress-federal											

Information Store

Jurisdiction:	UK	Range of Possible Outcomes										
Market:	Payment Protection Insurance											
End Date:	February 2007	Competition Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Duration:	17 months											
Source of idea for study:	Super-complaint (formal complaint from consumer body designated to complain)											
Outcome (tick relevant columns):												
Reason for study (what were the problems)?	Market study to examine in more detail: 1. the difficulties consumers face in relation to getting information about technical issues and alternative suppliers 2. barriers to entry for stand-alone PPI providers 3. variation in pricing in the sector 4. gross profit margins.											
Link to report:												

Jurisdiction:	Ireland	Range of Possible Outcomes									
Market:	Private Health Insurance										
End Date:	2007	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:	1 year										
Source of idea for study:											
Outcome (tick relevant columns):											
Reason for study (what were the problems)?	In 2006, the Minister for Health and Children requested the Competition Authority and the Health Insurance Authority to report on 'further measures to encourage competition in the health insurance market and the strategy or strategies which might be adopted in order to create greater balance in the share of the market held by competing insurers'.										
Link to report:	http://www.cpc.ie/competition-private-health-insurance-market										

Information Store

Jurisdiction:	Norway	Range of Possible Outcomes									
Market:	Casualty insurance										
End Date:	2006	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:	6 months										
Source of idea for study:	Ministry assignment										
Outcome (tick relevant columns):											
Reason for study (what were the problems)?	A study of the Norwegian casualty insurance market. The market is characterized by a few large companies. It is i.e. concluded that an Internet portal for comparison of conditions and prices may increase customer mobility and strengthen competition.										
Link to report:											

Jurisdiction:	Portugal	Range of Possible Outcomes									
Market:	Non life insurance (motor, fire, employer liability, personal, passenger, health, transport, occupier liability)										
End Date:	March 2005	Competition Enforcement Consumer Enforcement Consumer Education Business Education Voluntary Business Compliance Voluntary Business Action Recommendations to Government for Changes in the Law Recommendations to Government to Change Market Structure Recommendations for Changes to Government Policy Referral to Third Parties No Problems Found	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration:	4 months (December 2004 – March 2005)										
Source of idea for study:	Merger case under investigation by the PCA										
Outcome (tick relevant columns):											
Reason for study (what were the problems)?	After initial analysis of a proposed merger in this market, the PCA realised there was very little information available on this market as a whole and in particular, on the potential impact of competition policies in this area.										
Link to report:											